

The Tempe Way



MISSION:

To make Tempe the best place to live, work and play.

VALUES:

People... Integrity... Respect... Openness... Creativity... Quality...

CUSTOMER SERVICES FIELD SUPERVISOR

Purpose:

To actively support and uphold the City's stated mission and values. To effectively supervise the City's Water Meter Reading personnel to ensure accurate and timely readings of residential and commercial water meters for billing purposes. To perform a variety of technical tasks involved in the investigation, analysis and settlement of water customer inquiries; to process service changes at designated addresses; to check water service equipment for malfunctions or leaks and coordinate necessary repair or replacement as required.

Supervision Received and Exercised:

Receives direction from the Customer Service Administrator and/or other management staff.

Exercises direct supervision over the Water Meter Readers.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Directly supervise, plan and direct the work of the Water Meter Readers to effectively meet the division's goals and objectives.
- Research, analyze and assist in the implementation of processes related to improved methods of service delivery in conjunction with the customer service office staff.
- Answer questions and provide information to the public; investigate inquiries and recommend and/or initiate corrective action including account analysis and adjustment or write off of charges.

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Customer Services Field Supervisor (continued)

- Investigate inquiries regarding increases in water consumption; reread meters; inspect meters and water lines and recommend or initiate corrective action including account analysis and adjustment or write off of charges.
- Process delinquent accounts; contact customers who have delinquent accounts; deliver final notices; discontinue service.
- Receive and process requests for on/off of services or account changes.
- Coordinate removal/reinstallation of water meters on delinquent accounts.
- Coordinate and participate with the cleaning of meter boxes.
- Route meter stops for newly installed meters or to enhance reading efficiency.
- Perform related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible experience in customer service field work, including experience with water meter reading, meter functions, customer complaints, utility billing and accounting systems.

Training:

Equivalent to the completion of the twelfth grade. Additional specialized training in water systems operations, water metering, or a related field is desirable.

Licenses/Certifications:

Requires the possession of, or ability to obtain, an appropriate, valid Arizona driver's license.

Requires the possession of, or ability to obtain within six months of hire, a Grade I Water Distribution Operator Certification from the State of Arizona.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 104.

Job Code: 7345

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Customer Services Field Supervisor (continued)

Salary Range: 27

Compensation Plan: P40/Regular

FLSA: Non-Exempt